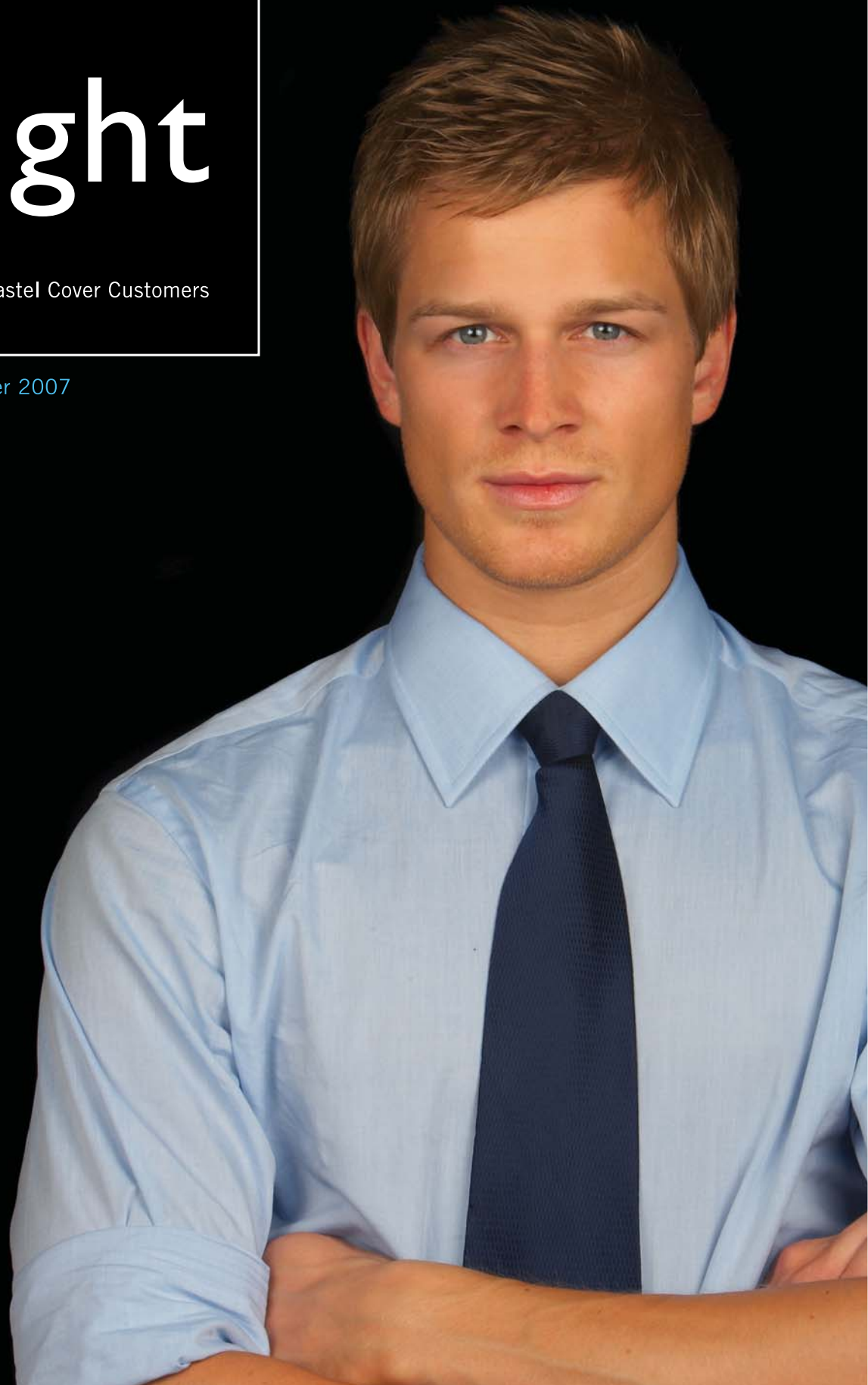


PASTEL insight

The Magazine for Pastel Cover Customers

Issue No.10 Summer 2007



New product: Pastel Auditor • kulula.com loyalty reward just got better • Pastel voted best customer service contact centre in S.A.

Editor's note

Is growing your business a choice?



Here we are at the end of a year that has seen a highly competitive market scrabbling to exploit new technologies and new consumer behaviour (see our MD's comment on page 2) – and your business has survived. Our hearty congratulations as this is no mean feat!

But is surviving enough? Will it enable you to retire in the comfort you want – or sell the business at a price that makes everything you've put into the business worthwhile?

On so many fronts, taking your business to the next level is the only way to go. And the quickest, most cost-effective way to achieve that is to do something more with your technology in order to get the kind of information about your business and the market that will enable you to provide a more attractive service or product.

Which means getting help from people who know how you can get exponentially more value out of your existing systems.

People like us. That's what our Tips and Tricks (page 14/15), for instance, are aimed at.

So are our latest products (pages 4). And so is our new memorandum of understanding with the Institute of Certified Bookkeepers (page 12).

In closing, you can rely on us to help you make 2008 your best year ever and we hope you find your complimentary Pastel calendar handy.

Have a refreshing, laughter-filled festive season!

A handwritten signature in black ink that reads "Zoe". The signature is stylized with a small flourish underneath.

Zoe Nilen, Editor

zoe.nilen@pastel.co.za



#10

Contents

Insight Issue #10 Summer 2007

- 02** Use your technology to drive revenue - Steven Cohen
- 03** Customers vote Pastel contact centre best in South Africa
- 04** Pastel Auditor - our new product that makes life easier for auditors
- 06** Cashcode - new debtors management software one of a kind
- 07** Pastel IronTree makes online backup available to customers
- 09** Is your payroll software keeping you up to speed with the latest legislation and functionality?
- 10** East Coast Radio tunes into Business Intelligence and drill-down functionality
- 11** kulula.com saves your business time and money
- 12** Institute of Certified Bookkeepers and Pastel Accounting collaborate on extending bookkeeping career path
- 13** Meet the team
- 14** Tips and tricks - "Date out of period" processing
- 16** Women's Day and Thuthuka Sports Day



JHB: 011 304 3000 CT: 021 680 9000 DBN: 031 566 3670
Pastel Cover Support Line: 011 304 3300 / 0860 PASTEL • support@pastel.co.za
Sales: 011 304 3600 • sales@pastel.co.za Website: www.pastel.co.za
Address: If your address details change, please e-mail us on updatedetails@pastel.co.za

Designed and produced by blast

USE YOUR TECHNOLOGY TO DRIVE REVENUE



BY STEVEN COHEN, SOFTLINE PASTEL MD

Until now, technology in the form of hardware and software has been a cost to the business. It's made you more accurate and efficient, at least in terms of managing your accounts if no other part of your business – and, over time, it's given you a return on investment through operational savings. But it's not driven revenue to your door.

Now, precisely because the market itself is making good use of technology, business solutions are moving from cost centres to profit centres.

So, you need to start looking at your Pastel solution in that light – by turning what you've been seeing as a tool for controlling your finances into a marketing and sales asset.

The first step is to shift your own mindset. Market research gurus are now talking about two kinds of customers. One is cash strapped but time rich and the other, the one that matters to you, is time strapped but cash rich.

Derek Botha, director of Glendinning Management Consultants, says that, for the time strapped, what influences the way they consume products and services is the way in which those products and services enhance their lifestyle. For them a good lifestyle is one that allows them to live by their own rules, have fun, to tailor their experiences and possessions to suit themselves, be healthy, and be safe. They're also heavily focused on simplicity and authenticity, value rather than price, and e-living (use of technology).

If you map these new consumer trends to businesses, you'll see the same pattern emerging – with simplicity, tailoring to suit self,

convenience, value and e-business the big drivers of the way organisations interact with one another and their customers.

The key words are e-living and e-business. Astute use of e-anything makes it possible for you to tap into all the new trends and create new revenue streams.

If you want hard stats on this subject, take a look at the SME Survey 2007 conducted by Worldwide Worx (in the person of Arthur Goldstuck). It shows that 3,85 million South Africans will have access to the Internet by the end of this year, the 260 000 ADSL subscribers will increase by 11 000 per month from now on, and SMEs are using high-speed Internet connectivity, mobile solutions – including WiFi – multifunction devices and the services of specialist software and hardware companies to improve their ability to fulfil the lifestyle needs of their markets and, therefore, be more competitive.

Those SME trends are being mirrored here at Pastel, too. More and more of our clients are using add-on functionality such as business intelligence, customer relationship management and sales force automation to give them the edge.

As you would expect, we are staying ahead of the trends with on-going innovation, bringing the market a constant stream of new products – such as Pastel Auditor and Pastel IronTree – to give you the means to not only keep pace with your customers but use their lifestyle choices to drive new revenue to your business. Stick with us folks – we'll take you to the next level!

Steven Cohen

Customers vote Pastel contact centre best in SA

We are very proud to announce that Softline Pastel's support contact centre, with 130 agents taking over 50 000 service calls a month received the Best Customer Service Award in the 2007 Business Process enabling South Africa (BPesa) Awards. This achievement is particularly gratifying given Pastel's ongoing focus and investment in our contact centre to deliver outstanding service to you, our valued customer.

"The importance of this award is that the final decision was made by Cover customer votes," says Tanya Miranda, Pastel support director. "So, although our contact centre is comparatively small compared to the other companies - such as Liberty Life, Medscheme, Sanlam, and Cell C - also short-listed by BPesa, the level and quality of service we offer has been considered superior by the people who actually make use of contact centre services."

Customers were involved in the survey leading up to the awards for the first time this year - and were asked to rate the contact centres not only on the professionalism of the agents but on the impression the contact centres conveyed of the companies they represent.

"These days contact centres aren't just tools by which a company makes contact with its customers," Miranda says. "They also have a profound influence on the way customers perceive the company overall - and are therefore one of the most important marketing tools a company can employ."

"In that context, we understand that agents who don't feel good about the company they represent can't possibly market the company well. Something as simple as tone of voice has the power to put a caller off the company. So, the reason we succeed is because we are passionate about our contact centre staff and so they are passionate about our customers. They feel good about themselves and they pass on that positive energy to our customers in the form of relevant, rapid resolution of their calls."

Pastel contact centre agents receive a high order of personal mentoring by management and team leaders who sit with them

as they answer calls and teach them to look back through customer records to identify and pre-empt unresolved issues. "We track all customer contacts and if, for instance, we see that a customer has phoned five times in a given period about the same issue, we call them to see what can be done about it," Miranda says. "We don't wait for them to call back a sixth time."

"We also incentivise our staff on customer retention. So they proactively analyse the way they work to see if they could have serviced the customer better in any way."

Unusually, Pastel contact centre agents are encouraged to resolve calls by physically visiting customer businesses. Miranda says it's the best way to develop a sense of urgency in agents about customer calls. "When you've seen for yourself the risks the company faces through downtime on software you have a fresh appreciation for the difference you can make to that business."

The Pastel call centre has trebled in size since inception nine years ago. Two years ago, the number of agents was doubled to ensure the correct ratio of agents to customers - and optimise agent initiative. In August 2007, the call centre was moved, with the rest of the Softline organisation, into new premises in Sandton where the latest technologies have been deployed to ensure continuous improvement in the service provided to customers.

"But contact centres are not primarily about technology," Miranda says. "The way you deal with people and the way the team is run is what makes you the best in the industry."



Left: Tanya Miranda (support director), left and Tamsin Bradford (support manager) right, with the coveted award for "Best Customer Service Contact Centre in South Africa". Right: The Pastel support centre team leaders celebrate their success.

Going the extra mile to make life easier for auditors



Until now, there haven't been many business software options for auditors serving the SME market. This has all changed with the launch of Pastel Auditor, an application designed specifically to save auditors time and money.



"Developing a product for auditors was a natural step in the evolution of our product set and of our strategic determination to go beyond accounting," says Softline Pastel managing director, Steven Cohen. "Having provided accounting solutions for most industries during the past 18 years we were already in possession of the technology tools that auditors would find helpful in extracting and analysing information from a set of financial accounts.

"The automated, integrated processes that our accounting solutions deliver are ideally suited to the modern approach to auditing that focuses on analytical review – identifying trends and then auditing by exception," Cohen says.

Getting the big picture quickly

"So, we designed Pastel Auditor to give auditors an immediate overview of the status of a business – enabling them to very quickly get a grip on the underlying issues. A graphical view of a client's business allows auditors to instantly see the wood for the trees."

In fact the whole process of drawing up working papers and extracting information from the business is effectively reduced from days or weeks to minutes or hours.

"Auditors can then use very comprehensive report and drill-down capabilities to examine the transactions behind the issues. Again, this speeds up the audit process. We believe that Pastel Auditor saves auditors 15 minutes in every audit hour," Cohen says.

Auditor intuitively draws information from Pastel Accounting products, and journal entries passed in Auditor can be seamlessly

updated back into those products. Audit information in Pastel Auditor is displayed in an Excel format that can be customised to suit an auditing firm's individual needs.

"A particular advantage is that once you have extracted information from a Pastel Accounting package into Pastel Auditor, you can work on the spreadsheets without being connected to the source of the information," Cohen says. "In other words, you have absolute flexibility about where and how you perform the audit. You can even do it from your deck chair on your annual holiday."

Created specifically for auditors serving the SME market

Designed in conjunction with a firm of chartered accountants, Pastel Auditor is easy to use and focuses on facilitating the activities of auditors of small and medium-sized enterprises (SMEs).

"In essence, we've taken auditing best practices as they apply to SMEs and automated them – allowing auditors to give priority time to thinking about their clients' businesses rather than collecting their clients' data," Cohen says.

Pastel will also establish an Auditor website to keep users up to date on regulatory changes. Templates, updates and other material applicable to specific industries will also be made available.

Pastel Auditor offers valuable features

Pastel Auditor features include the ability to edit the financial statement template to suit the particulars of each client. The



changes are then “remembered” by Pastel Auditor for the subsequent years’ audit.

Trend analysis can be done at general ledger (GL) level, with prior and current year balances available at the click of a button. Drill-down facilities allow access to month by month transactions.

Notes to the financial statement are generated automatically by Pastel Auditor and can be further interrogated by clicking on the relevant item to reveal the detail behind the note.

A full set of lead schedules can be extracted by clicking on the item in the financial statements. A transactional-level drill-down facility is included.

Pastel Auditor roadshows

The product was launched during September in Johannesburg, Pretoria, Cape Town, Durban, Bloemfontein, Port Elizabeth, East London, and Nelspruit at roadshows that were timed to be exactly one hour – to demonstrate to auditors just how time-saving Pastel Auditor can be for them. Several copies of the product were sold then and there, with comments like “this is what we need” and “this will make us much more efficient”.

Contact us

JHB 011 304 3550 • CT 021 680 9000 • DBN 031 566 3670
E-mail: channel@pastel.co.za Web: pastel.co.za

Why do without the Pastel Forum advantage?

If you’re not yet a member of the Pastel Accountants or Pastel Bookkeepers Forums and you are an accountant or bookkeeper in practice with clients who use Pastel software, then your firm is at an unnecessary disadvantage.

Why?

Because you’re missing out not only on a full suite of accounting and business software at a fraction of the retail price, but also support and tools that help you offer your clients the most up-to-date accounting services.

We know that there is an ever-increasing demand on accountants like yourself to provide accounting and other support services to your clients. As a result, we have developed the Pastel Forum – a unique dealer category that entitles you to a range of special benefits.

They include a welcome pack, access to our priority telephone support, invitations to Pastel roadshows and seminars, access to the Pastel Accountants Zone, and previews of new software releases.

Forum members automatically receive all upgrades and updates free of charge. And they are licensed to use the current version of software and one version back, allowing them to support clients who are using either current versions or one version back.

In addition, members are entitled to resell Pastel Accounting software to their clients and are given all the tools they need to help customers make the most of the software.

Membership of the Forums is reserved for accounting professionals in practice who are registered with a recognised institute such as The South African Institute for Chartered Accountants (SAICA), The South African Institute of Professional Accountants (SAIPA), the Institute of Certified Bookkeepers (ICB), the Institute of Administration and Commerce (IAC), the Chartered Institute of Management Accountants (CIMA), and the Association for the Advancement of Black Accountants of Southern Africa (ABASA).

More than 2 900 professionals are already members. Shouldn’t you be among them?

To join or get more information, please contact the Channel Team on 011 304 3550 or e-mail channel@pastel.co.za

New debtors management software **one of a kind**

So many businesses make the common mistake of growing their sales at the expense of their cash flow. Consider this: if your profit margin is 10% of turnover, and you collect 90% of your debtors, you have not generated any free cash flow at all. To help solve this problem, Profusion Software Solutions developed a debtors management and cash flow forecasting product known as Cashcode.

Cashcode is unique in terms of automating hands-on, daily control of the debtors book – saving businesses tens of thousands of rands annually. In addition, Cashcode saves management time and eliminates the frustration associated with managing the debtors book. As a third party application, it also integrates seamlessly into Pastel Accounting software.

Overdue debtors of, say, R100 000 costs a business R13 500 a year – and with interest rates climbing that cost is going to get more onerous and constitute an ever greater risk to the business. Ideally, then, you would want collections to happen faster and more efficiently, so that you're always guaranteed to have cash on hand.

The problem with most debtors management systems is that they only work on a macro level based on rather big assumptions – such as the average age of debtors and the average sales you might expect in a year. Also, they tend to look a long way forward. None of which helps you actually bring the cash in.

The new Cashcode software can do the conventional projections, but it also provides you with the kind of day-to-day detail that enables you to proactively and very quickly improve cash flow.

Developed by chartered accountants and financial directors, Cashcode stratifies all outstanding invoices into clear reports, stipulating why each invoice is outstanding, when it is due to be paid, what has been done to collect it, and what actions are still to be taken. It then quantifies that information into up-to-date, accurate financial and cash flow reports that save management and the debtors department time in understanding the current situation.

It also automatically provides instant reconciliations of invoices outstanding per aging category per debtor, calculates actual days outstanding per invoice, tracks payment history, and tracks all calls made to debtors and promises made as well as generating daily call-back reports and action lists for follow-up.

In other words, all the activities surrounding debtors and cash flow management that are normally handled manually – and very often on a hit-and-miss basis – are automated, reducing collection time and preventing write-offs, and, thereby, reducing the risk of bad debts and mismanagement of the debtors book.

And if Cashcode prevents even one invoice being written off, it has paid for itself.

Cashcode is designed to integrate seamlessly with Pastel Partner or Pastel Evolution and is entirely plug-and-play. No user intervention is required to get it up and running within an established Pastel set-up.

It is suitable for any business with a fair volume of invoices that seek to optimise their collection process, and is applicable in any industry.

The software is exceptionally easy to use. It's based on a SQL database and automatically generates reports in Crystal. Your transaction data is always up to date, so there is no need to use outdated Excel spreadsheets.

In comparison with other debtor management products, therefore, it's not only operationally more efficient in terms of the way in which critical data is stored, analysed and reported on, but it actually makes you money. It's another revenue-driving tool.

Cashcode can help you:

- Achieve and maintain a clean and transparent debtors book;
- Easily keep track of all overdue invoices: Cashcode will tell you why they are outstanding, what actions have been taken to collect them, and what the expected date of payment is;
- Automatically reconcile and e-mail a list of overdue invoices to the customer;
- Diminish the risk of non-collectible debt and associated write-offs; and
- Improve your cash flow.

Contact us

Tel: 011 786 2512

E-mail: ivan@cashcode.co.za • Web: www.cashcode.co.za



Pastel IronTree makes online backup available to customers

From November Softline Pastel will offer all customers the ability to backup their data online to an independent, mirrored Data Centre infrastructure.

The facility, which automates the full backup process and thereby eliminates human error, provides a cost-effective way for small and medium-sized enterprises (SMEs) to ensure that their data is current, secure, and accessible 24 hours a day, anywhere in the world.

“Research shows that while up to 91% of South African SMEs do have offline backup facilities more than 80% of those facilities are either inadequate or used incorrectly,” says Pastel managing director, Steven Cohen.

“That leaves the vast majority of SMEs in this country vulnerable to data loss and, therefore, not only to regulatory and governance but also operational crises.

“What we’ve done, by making an online option available, is give SMEs access to best practice data storage and business continuity processes and procedures – at the click of a button and at affordable prices.”

The Pastel IronTree online backup service automates the regularity and frequency of backups, ensuring that data is always current. Sequential copies of data are stored, ensuring that it is possible to rollback further than a single day or month. Consequently, where corrupt data has unwittingly been backed up, it’s possible to restore to a version of the data that was backed-up before the corruption occurred.

Data security, which used to be a concern when sending mission critical information over the Internet, has been addressed. Our online backup facility, for instance, applies 3-layer encryption before transmitting data to the remote server. Once there, the data can be ‘unlocked’ only with a unique data encryption key. Also, because the data is stored off-site at a secure facility, when PCs, servers, or CDs at the customer’s organisation are stolen, damaged, lost or corrupted for some or other reason, the data is not lost with them.

“For many SMEs, following the full, correct processes and procedures for backing up data feels too onerous – and the disk or tape drives and other hardware necessary to make on-site data backup happen correctly are often too expensive and need too much maintenance and management,” Cohen says.

“Online, off-site back up, as we’ve set it up, is just so much easier – and far less costly than trying to acquire and then manage hardware, software, and processes in-house.”

The Pastel online backup facility works over ADSL and other broadband networks, ensuring that backup is “always on” and that data can be retrieved 24x7x365.

“We’ve brought this capability to the market now, because many SMEs have some form of broadband connectivity in order to be competitive,” Cohen says. “There are currently 260 000 ADSL users in South Africa, with Telkom expecting that figure to increase by 11 000 a month from now on. That sort of rapid growth is also bringing down the cost of ADSL connectivity. A 4 megabit per



second line is now R413, which is less than a 512 kilobyte per second line cost two years ago.

“So, it’s easier and cheaper than ever before to use a hosted backup facility. Given the enormous advantages of online backup versus the usually haphazard methods currently being applied off-line and in-house, it’s counterintuitive to keep going with off-line methods.”

An online backup installation wizard that is downloaded as part of the registration process will include a default setting for Pastel users. Users whose data is not in the default location can easily modify the default settings to accommodate their specific situation. Future Pastel releases will include a “backup now” button that will automatically locate the relevant data and upload the correct settings to the backup application software and data storage platform.

Pastel Irontree’s new online backup facility is applicable in all industries.

Contact us

Tel: 0861 112 429

E-mail: david@irontree.co.za • Web: www.pastelirontree.co.za

**Pastel Payroll goes with Pastel Accounting
like salt goes with pepper.
Like hot goes with cold.
Like mini meatballs
go with cocktail parties.
*You get the picture.***

Pastel Payroll is specifically designed to partner with Pastel Accounting, making integration of the two systems a breeze and your payroll processing so much simpler. It's easy-to-use, legislation-friendly and has free nationwide telephonic and e-mail support. An absolute dream. Just like your Pastel Accounting package. Which means there really couldn't be a better match.

Optional modules available: BI Payroll: Excel Reporting
• Industrial Council Compliance • Bulk E-mail Payslip Distribution • Global Updates • Employee Self-Service.
Taking your company **BEYOND PAYROLL.**

PASTEL | PAYROLL

Is your payroll software keeping you up to speed with the latest legislation and functionality?

Did you know that the annual UIF threshold increased effective 1 October 2007? Both employees and employers will now have to contribute 1% of earnings up to the new annual limit of R149 736 (previously R131 592). Pastel Payroll already complies with this new legislation and automatically calculates the correct contribution amounts on the latest software update without any fuss! The new maximum contribution per employee is **R28,70 per week, R57,59 per fortnight and R124,78 per month**, and is based on all taxable earnings, excluding commissions.

Are you wasting valuable hours on manually processing your payroll, leave days due and bonus payouts?

Having entrusted Pastel Accounting with your business, why not partner with the Payroll and HR specialists to automate your payroll? Get relief from your end of year nightmare and give yourself more time to plan your holiday! With our **Global Updates Module** you can give your entire company an annual bonus by using a single screen. Putting your entire workforce on leave has never been so quick or easy!

Coming soon. Security industry added to industrial councils module.

Pastel Payroll now caters for the security industry as a new addition to the Industrial Councils Module. It enables security companies to automatically process SIRA provident fund deductions and contributions as well as monthly annual fee contributions.

Setup Security Industry

Service Provider SIRA Registration Number: 1234567890

Deductions and Company Contributions:

- Provident Fund Employee: \$100
- Provident Fund Employer: \$110
- SIRA Annual Fee Employee: \$101
- SIRA Annual Fee Employer: \$111

Additional Costs Incurred - Employer:

- Business Annual Amount (Monthly Payment): 280.00
- Application Fee (Per Applicant): 56.00

You no longer have to manually calculate monthly contributions or keep manual records of new engagements or terminations. Simply complete the quick and easy set-up to ensure all calculations are correct the first time round.

After setting up the security industry specific information and processing your payslips, you can print out a fully completed SIRA-21 monthly return as well as a list of unregistered security service providers to assist you in completing the SIRA-1 for new applicants.

Coming soon. Add-on module: Third party transfers.

The Third Party Transfers Module allows transfer of funds deducted from employees and/or contributed by the company on behalf of the employee, to the relevant recipients' bank accounts. Setting up the beneficiaries is quick and simple and you can create as many recipients you need!

Setup Third Party Transfers

Beneficiary Code: ABCD
Beneficiary Description: ABC Medical Aid (Pty) Ltd

Details Employees

Branch Code: 334341 Reference Number: REF Demo Employer
Account Type: Transmission Contact Person: Mr Sam Smith
Account Holder: ABC Medical Aid (Pty) Ltd Telephone Number: 0113044000
Account Number: 9876543210 E-mail Address: sam@democompany.co.za
Credit Line: 1234567890

Tran. Code	Transaction Description
8090	Med.Aid - Employee Amount
9090	Med.Aid - Employer Amount

Buttons: Transaction Filter, Delete All, Delete Line

At the end of the month, when you have finalised all payslips and transferred salaries and wages, you can now also transfer additional payments to third parties such as medical aid funds, pension funds, garnishee orders and statutory bodies. A new report, Beneficiary Transfer Listing, is also available to list the beneficiaries and the amounts transferred for the month.

Exclusive discount!

Pastel Cover Customers receive a 20% discount when purchasing Pastel Payroll within the first 60 days of registering their Pastel Accounting software.

Make the move to SA's best-selling payroll solution and see just how easy payroll processing can be!

Contact us

JHB (011) 304 4100 • CT (021) 680 9000 • DBN (031) 566 3670
E-mail: info@pastelpayroll.co.za Web: pastelpayroll.co.za



EastCoastRadio
DURBAN'S Nº 1

tunes into Business Intelligence and drill-down functionality

East Coast Radio's recent upgrade to Pastel Accounting version 9 sees the radio station continuing its nine-year loyalty to the Pastel brand.

Vinay Narsi, financial director of East Coast Radio, says they did the upgrade to gain access to the new Business Intelligence and drill-down features of the product.

"Over the past nine years, we have found Pastel's solutions to be perfect for our size of organisation, offering the right level of functionality and an easy-to-use interface," Narsi says. "So when our finance team requested Business Intelligence (BI) functionality, it made sense to stay with the same platform and upgrade to a newer version of the software that delivered this functionality."

The company has also benefited from the new-drill down feature, which Narsi says has saved his department time when viewing the general ledger and debtors accounts; and made the process of issuing copies of previous invoices to customers a less tedious process.

East Coast Radio's implementation partner, SanTech Solutions, has over ten years' experience with Pastel's solutions and is fully qualified to install and support the Pastel portfolio.

Senior consultant at SanTech, Yesh Maharaj, says the entire upgrade was completed within a few hours. "This was extremely important to East Coast Radio, since it meant minimal downtime."

Further assisting with the upgrade process, East Coast Radio's Narsi says that no training was required, since his team was already familiar with the user interface.

According to Softline Pastel national sales director Bridget du Toit, East Coast Radio's positive experience with the new product is not isolated. The company has received similar feedback from all customers who have upgraded thus far.

"For example, many of our customers agree that the product's drill-down feature, which can be invoked from any report anywhere in the program, saves them significant time and has made a major impact on their working lives. When combined with BI functionality, they are also able to highlight exceptions and extract useful patterns in data, helping them make more informed and pro-active decisions.

"The constant feedback we receive also allows us to keep a close eye on features our customers, such as East Coast Radio, may require and thereby allow us to continue enhancing our software to meet our customers' growing needs."

East Coast Radio's upgrade is not completely done, however. Narsi says the company plans to roll out additional Pastel products before the end of the year, thereby unseating a number of Pastel's competing solutions.

"We are interested in moving to Pastel's fixed asset management module," Narsi says. "Using a single platform, we can leverage a common data store and through our experience with a common platform unlock additional value for the organisation through the built-in BI module.

"We plan to do this upgrade before the end of the year," he concludes.

kulula.com

Saves your business time and money

Just over six years ago when the idea to launch Africa's first low fare airline was hatched, it was agreed that its name should encompass two key business elements that would set the carrier apart from any other: ease and that most of its business would be driven online.



Enter kulula.com - inspired by the Zulu word meaning "easy" and the dot com sector that had exploded in growth globally.

Over the years kulula.com has stuck to its brand promise and built up a significant base of business fans who appreciate the costs saved and convenience offered.

Flying from Lanseria Airport more and more

One form of convenience offered by kulula.com is the option to fly to and from Lanseria airport in Jo'burg. From October 2007 the airline added more frequencies to existing routes and added two new destinations out of this airport.

kulula.com now has three daily return flights to Cape Town from Lanseria, two daily return flights to Durbs and one return flight per day to PE. These flights have increased the airline's capacity from Lanseria by over 80% and its overall capacity by 20%.

Lanseria is conveniently located for Jo'burg's northern and western suburbs as well as Pretoria residents, and is popular because of its ample parking space, easy check-in facilities and time saved on boarding as there is no need to be bussed to the aircraft.

kulula.com groups

The airline has a department dedicated to making reservations for groups (ten people or more) travelling together. There is no further discount for group bookings; tickets are sold according to whatever fare is available, however, if the seats available on the requested flight have different fares, the group reservation will be made at the lowest fare available. (Tip: the earlier you book your flight, the cheaper the fares are likely to be.)

On making the booking, confirmation is received after making a 25% non-refundable deposit and final payment is due six weeks before departure. Group reservations can be made closer to departure.

Groups can also make advance requests for pre-packed meals to be served to them onboard or they can purchase meal vouchers to buy their meals.

kulula.com groups will make arrangements to carry a group's additional baggage, such as golf clubs etc. at no extra cost, subject to the availability of space.

kulula.com groups is available on 011 921 0168.

Free kulula.com ticket for loyal Pastel Cover customers

Pastel and kulula.com continue to offer this great loyalty benefit rewarding prompt Cover renewals. By renewing your Cover membership on or before your due date, you will receive a complimentary return air ticket on kulula.com for travel within South Africa. In fact, things just got even better. Instead of having one month to book your ticket and an additional month to travel, you'll now have an extended period of **4 months in total**. For example, if you receive our special offer e-mail on 1 November '07 you need to book by 1 January

'08 but can fly any time during 1 November '07 and 1 March '08. The change came into effect for customers who paid their Cover contract in August and received their kulula.com e-mail in September '07. Please check the renewal letter sent with your invoice for your exact date range.

How does it work?

Simply wait for your renewal date, make your payment and approximately one month later we'll send you an e-mail with all the details. When you

receive the e-mail, book your flight early to avoid disappointment. Visit the **Customer Zone on our website** for more information and check whether your e-mail address is correct.

There's no catch, so we hope you take advantage of this great benefit! Yet another way Pastel takes your business way beyond accounting.

If you have any questions, please e-mail renewals@pastel.co.za

Institute of Certified Bookkeepers and Pastel Accounting

collaborate on extending bookkeeping career path

Once again we've gone beyond accounting - to help expand the bookkeeping talent pool in this country and also help bookkeepers enhance their own careers.

We've signed a memorandum of understanding (MOU) with the Institute of Certified Bookkeepers (ICB) aimed at helping to professionalise bookkeeping in South Africa through automatic membership of the ICB for bookkeepers who achieve certain qualifications in Pastel Accounting training.

Learners who complete Pastel Accounting's four-day Pastel Partner 2007 training with a minimum pass mark of 75% will be granted affiliate ICB membership – AFLICB(SA). Full membership – MICB (SA) – will be granted to learners completing, also with 75% or more, the Pastel Evolution End User four-day training.

Membership is also applicable retrospectively to anyone who has completed either course since 1st January 2007.

Computerised accounting and the changing role of bookkeepers

Pastel Accounting managing director, Steven Cohen says that the MOU signals a welcome departure in the approach to training entry level bookkeepers. Through the computer-based training facilities, bookkeepers will be trained in the principles and processes of accounting on the tools they are most likely to use in the modern workplace.

"This gives them an advantage in a marketplace where bookkeeping training is still done the way it has been done for hundreds of years - manually, using huge ledgers. This approach doesn't recognise the way that technology has changed business - and the role of the accountant or bookkeeper. Today, because of the information available from a computerised accounting system, the accountant is a pro-active decision-maker in the business, directing the future of the organisation.

"In other words, the old idea of the accountant or bookkeeper being the 'bean counter' is dead, and we're trying to reinforce that with the training we make available. Pastel is doing it at school level, by providing South African high schools with educational accounting software and educator training free of charge.

"We are also very involved at a university level – where 13 000 students are trained in computerised accounting using Pastel every year.

Updating your CV with ICB membership

"But, until we signed the MOU with the ICB, there was still a gap between school leavers and graduate accountants into which

most bookkeepers fell. Now they can learn bookkeeping in the way that is most relevant to their jobs and, through the ICB, they can continuously extend their learning and career paths."

The career path advantage is powerfully enhanced by the fact that the ICB is associated with two complementary organisations, the Institute of Financial Accountants (IFA) and the International Association of Bookkeepers (IAB), both based in the United Kingdom.

Under the MOU, Pastel Accounting undertakes all assessment of learners and, accordingly, awards the relevant qualifications. The ICB then awards the related membership, subject to the payment of membership fees.

"Being a member of a professional body like the ICB gives bookkeepers extra credibility," Cohen says. "It gives employers the assurance that your qualifications are world class."

Contact us

Tel: 011 304 3670

E-mail: training@pastel.co.za • Web: www.pastel.co.za



Meet the team

Ever wondered what the person on the other side of the phone line is like? Well, now you can put a face to the voice as we introduce you to our call centre consultants in our series of “Meet the team” *Insight* articles. Our support department is divided into various teams, each with their own areas of expertise and set of customers. In this issue we meet the Xpress Team, led by Badrika Metha.

Insight: How long have you worked at Pastel and have you worked in any other departments?

Badrika: I have worked at Pastel for six and a half years. I started out as a Partner consultant, moved to the Priority Team that assists our channel partners and thereafter managed the E-mail Support Team. I was then promoted to team leader and currently manage a team of eight consultants.

What training have you and your team undergone?

Our team undergoes training every month. We instil a culture of continuous learning to ensure that we always provide the best possible service to our clients. Some of the training includes basic bookkeeping, functionality of the product, troubleshooting skills, networking and advanced training on Windows Vista.

Which products does your team support?

We focus primarily on the Xpress range of products as well as Pastel Invoicing and Pastel Point of Sale (POS). We also provide telephonic support for data corruption problems by providing data fixes.

What do you enjoy most about your job?

I enjoy working with the different personalities in my team. Our team spirit helps us to start our day on a positive note and to keep each other motivated. By having a positive attitude and answering calls confidently we instil trust in our clients.

How many Cover customers does your team look after and how many calls do you handle?

On average we handle 5 756 Cover customers and process 6 916 calls per month.

What are the combined years of Pastel contact centre experience in your team?

All together the team has just under fifteen and a half years of experience.

What is the team's overall customer satisfaction rating average for this year?

96 per cent (2% higher than the current departmental average).

Quick tips from **Badrika Metha's** team

Drill-down functionality is a powerful enquiry tool that allows you to begin at a high level and drill-down to more detail. For example, from an income statement or balance sheet you can access a detailed ledger for that account. The drill-down feature is available where the value is highlighted in **blue**.

Click on **F9** when in Pastel for easy access to the **calculator** function from Windows.

You should run a data integrity test regularly, preferably before backing up. This will detect corruptions that could be transferred to the backup. Select the option **File | Data integrity** within the menu option, select **Verify the data only** and click on **Process**.

When running a repair on the **Afrikaans** version of Pastel Xpress, it defaults back to English. This is easily fixed by opening Pastel and clicking on **Help - About** where you can set the current language in Pastel to Afrikaans.



The team: (from top to bottom) Daryl Naidoo, Rebecca Medingoane, Hilda Ramosebudi, Samora Bhengu, Badrika Metha, Dingani Ncube, Thato Molotsane, Riaz Makada & Lebogang Segabutla

Tips and Tricks

“Date out of period” processing

If you find “Date out of period” processing a little tricky, you are certainly not alone. Pastel’s support centre regularly takes calls from users who have questions on this topic. But once you understand the concept, you’ll see it’s not that complicated. Below are some of the more frequently asked questions by customers, as well as the answers. Keep this information handy for future reference.

When you set up your company, you need to set up parameters that define your processing rules and determine the type of information you will get from reporting. One of the parameters you set up is the start and end dates of the periods or months of the year.

Generally a financial year is made up of 12 months. In Pastel we refer to the months as periods since the duration of a period can be longer or shorter than a calendar month.

To define your financial year go to **Setup** and select **Periods**.

Period Number	Per	Description	Start	End
01	March		01/03/2007	31/03/2007
02	April		01/04/2007	30/04/2007
03	May		01/05/2007	31/05/2007
04	June		01/06/2007	30/06/2007
05	July		01/07/2007	31/07/2007
06	August		01/08/2007	31/08/2007
07	September		01/09/2007	30/09/2007
08	October		01/10/2007	31/10/2007
09	November		01/11/2007	30/11/2007
10	December		01/12/2007	31/12/2007
11	January		01/01/2008	31/01/2008
12	February		01/02/2008	29/02/2008

On the screen above, there are 12 periods in the financial year. Each period has a start date and an end date.

For example, period 1 is March and it starts on 01/03/2007 and ends 31/03/2007. Therefore, when you process transactions for period 1 you can select a date range between 01/03/2007 and 31/03/2007.

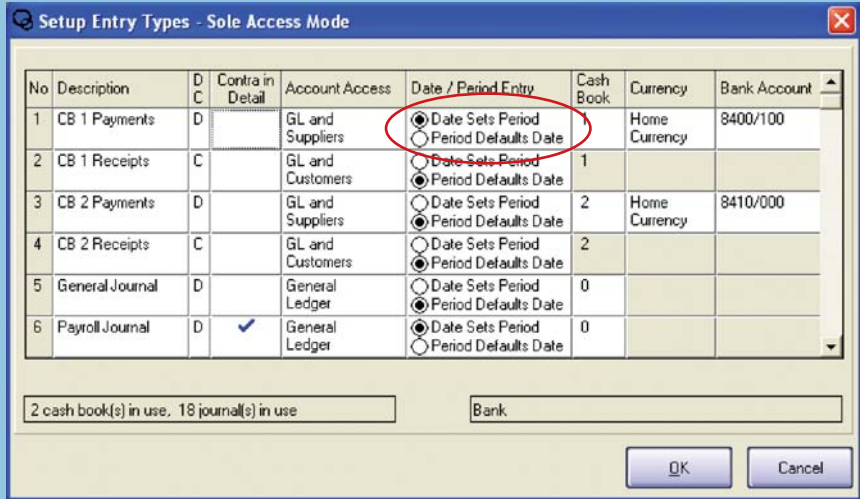
If you enter 04/04/2007 as the date for period 1 then you will get the “Date out of period” error. If you choose to continue, there may be consequences in your data that you need to be aware of - see the “Consequences if date is out of period” section opposite.

The period is set to 1, but the date of the transaction is 04/04/07. If you continue processing, the following warning will appear.

If the date of your transaction is correct, you will need to change the period from period 1 to period 2 (or to the period that matches the transaction date) and re-enter the date.

To avoid **“Date out of period”** processing you can select the option **Date sets period** by choosing the option **Setup** and then **Entry Types**.

The **Date sets period** option allows you to enter the date of the transaction. This way the period will change automatically to correspond to the date entered.



Consequences of “Date out of period” processing

1. The bank reconciliation may be out of balance.
Example: Customer A deposits R1 000 into you bank account on 31 August (which is period 6 in your financial year setup). The transaction is only processed on 1 September, which now falls into period 7. In the bank reconciliation you will not see the payment reflected in period 6, but rather in period 7.
2. Analyse Sales reports differs from the Sales account in the Trial Balance or on the Detailed Ledger.
Some reports run on periods while others run on dates. This is important to remember for **“Date out of period”** processing. On some reports, transactions that are processed with the date out of the period will not show, whereas on other reports they will.

Why these reports can differ

The Analyse Sales reports are date-driven, so when you run these reports you need to select a date range that you want to run the report for. However, the Detailed Ledger of the sales account is a period-driven report. Here you need to specify the period that you want to run the report at. If you processed a **“Date out of period”** document, then it will reflect in the Analyse Sales report but will not display on the ledger.

In the screen below, the transaction reflects in the Analyse Sales report because it falls within the **date range** selected.

Customer Code and Name	Item Code	Qty	Total Selling
Customer: ABB029 - Abbott Limited			
Doc No: IN10007	ACCLOC - JHB	1.00	R3,000.00
Doc No: IN10007	11/08/06	1.00	R3,000.00
Doc No: IN10013	HD.250 - JHB	15.00	R18,000.00
Doc No: IN10013	11/08/06	15.00	R18,000.00
Doc No: IN10014	ACCLOC - JHB	1.00	R3,000.00
Doc No: IN10014	01/09/06	1.00	R3,000.00
Total for Customer - ABB029		17.00	R24,000.00
GRAND TOTAL		17.00	R24,000.00

In the screen below, the transaction does not display on the ledger because it falls outside of the **period** selected.

Date	Entry Type	Reference	Contra Acc. (if Avail)	Description	Debit	Credit	Cumulative
1000:000: Sales							
Opening Balance as at 01/08/06						R83,239.95	
11/08/06	Sales	IN10007	8000:000	ACCLOC Accounting Software		R3,000.00	R-86,239.95
11/08/06	Sales	IN10013	8000:000	HD.250 250 Oig Hard Drive		R18,000.00	R-104,239.95
11/08/06	Sales	IN10008	8000:000	CON. OUT. FOR 50 Speed CD-ROM Drive		R5,000.00	R-104,739.95
Closing Balance as at 31/08/06						R104,739.95	

Contact us

Tel: 0860 PASTEL / 011 304 3300 • E-mail: support@pastel.co.za • Web: www.pastel.co.za

Celebrating the Pastel family

At Pastel we know how vital our people are to the company, so when there's something to celebrate there are no half measures. Our recent Women's Day celebration is a great example. But it doesn't stop there. Further extending the Pastel family and investing in the future of South Africa, we recently sponsored the Thuthuka Cape Sports Day inter-varsity, multi-sport competition that united aspirant chartered accountants [CA (SA)] from the Nelson Mandela Metropolitan University (NMMU), Fort Hare University, University of Cape Town (UCT) and Stellenbosch University in an exciting and memorable sports day.

Making sure Women's Day was a day to remember

On Friday the 10th of August, Softline Pastel celebrated Women's Day by spoiling the ladies at Pastel. Well-known television and radio personality Tracey Going gave an inspiring talk on "Finding the power within" – a look at how personal attitude in the workplace directly affects an individual's potential to succeed, and how women so often tend to sell themselves short.

Very often women fear success and achievement because of the way they have been socialised. Women have been taught to admire success, but not to pursue it too relentlessly because it can be perceived as aggressive and unfeminine. How do we let go of our self-imposed limitations and release the power within and what skills are required to enable us to do so?

Building lasting relationships is one of the most important aspects in anyone's life, be it an internal or external relationship. How does the way we communicate with each other impact on our ability to succeed? How should we go about improving our communication skills?

These are some of the issues Tracey highlighted as she shared her personal experience with the audience to enlighten and empower them.



Women's Day was thoroughly enjoyed by the women at Pastel who went home feeling thoroughly appreciated and inspired by the day's events.

Goodie bags galore thanks to our generous sponsors

Each of the 180 ladies working at Pastel received a product bag filled with goodies from our generous sponsors. We would like to thank the following companies who sponsored prizes for the lucky draw and gifts for the goodie bags: **Bio-Life Spa, Burlington Dataprint, Cosmetix, Jonathan Fransman Optometrists, Kraft Foods, La Senza, Lee Cooper, Marie Claire Magazine, Picto Busby, Saturn Clothing, Softline and Ultra Litho.**

Thuthuka Cape Sports Day



The Thuthuka Sports Day held at NMMU, George in September 2007 was filled with fun, activity and prizes for all, sponsored by Softline Pastel.



Laduma!
Pastel
is part of
the action!





ZS CONSULTING

Customised Training and On-site Consulting

Contact Number: 011 886-5884
 E-mail Enquiries: training@zs.co.za
 Software Package: Pastel Partner and Pastel Evolution

Training courses:

- End User Basic 2 days
- End User Comprehensive 4 days
- Business Intelligence Centre Reporting 1 day
- Bill of Material/Manufacturing 1 day
- Annuity Billing 1/2 day
- Job Costing 1/2 day
- Fixed Assets 1/2 day
- Resolve Lite 1/2 day

- Monthly Salaries
- Payroll
- Year End
- Data conversions
- Specialist report writing

PASTEL | ACCOUNTING
 Pastel Certified Installer
 Gold Value Added Reseller
 Authorised Training Centre



www.infocore.co.za
 andrew@infocore.co.za
 +27 83 324-9496
 +27 21 797-7431

Understanding Small Business

PASTEL | ACCOUNTING
 Pastel Certified Installer
 Authorised Value Added Reseller
 Business Intelligence Certification

Microsoft Small Business Specialist



your link to solutions, services, support, development & report writing on pastel evolution



brilliantlink

t 011 792 9521 Stef Fourie info@brilliantlink.co.za
 f 011 792 9522 082 379 2008 www.brilliantlink.co.za



Sales & Implementations
 Support & Training
 Report Design
 Data Recovery
 Payroll Outsourcing
 Data Conversions



PASTEL | PAYROLL
 Authorised Value Added Reseller

Tel: 083-313-2901 (Michelle)
 082-473-7079 (Paul)
 Email: info@rae-associates.co.za
 Web: www.rae-associates.co.za

PASTEL | ACCOUNTING
 Pastel Certified Installer
 Authorised Value Added Reseller

Debbie Payne & Associates cc



Your Trusted Pastel Agent

Providing service throughout KZN, Newcastle & JHB

Tel: +27 31 709 6464 | 0860 DPANDA (372 632)
 Fax: +27 31 709 0206 | Email: sales@dpanda.co.za

PASTEL | ACCOUNTING
 Authorised Training Centre
 Pastel Certified Installer
 Platinum Value Added Reseller



PASTEL | PAYROLL
 Pastel Certified Installer
 Authorised Value Added Reseller


Import Bank Statements
 ... in record time

FREE 1 gig memory stick*

* Order before the end of March 2008

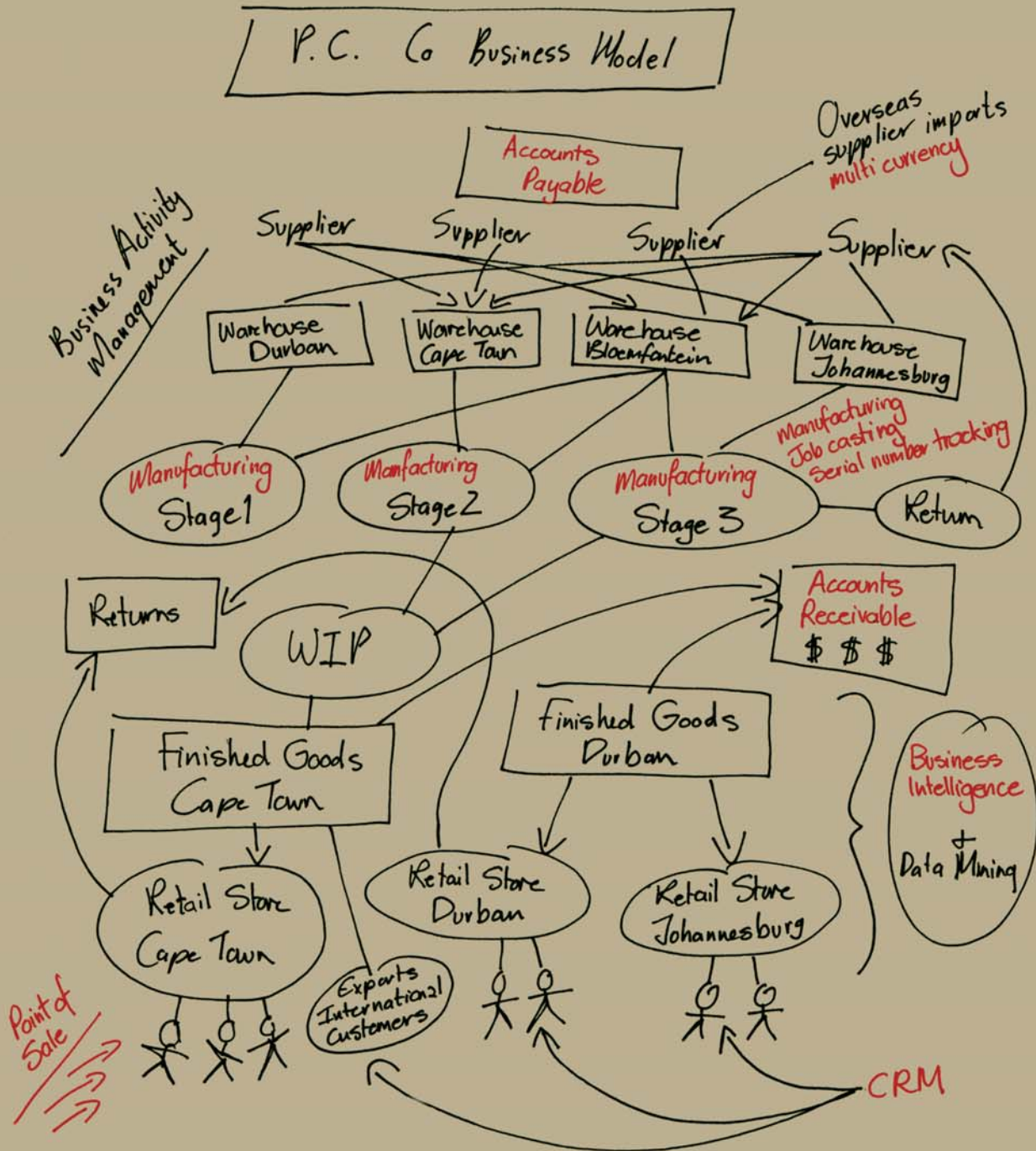
Why use the Cashbook Utility?

- Saves Time!**
- Dramatically reduce time taken to reconcile bank statements
- Reduce or even eliminate user error
- Eliminate monotonous capturing of recurring transactions through Auto Allocation



neurasoft
 we strive for simplicity

+ Tel: 082 650 9757 + stephan@neurasoft.co.za
 www.neurasoft.co.za



Pastel Evolution has helped more than 5000 companies to see their business more clearly. Much more than just an accounting package. Evolution offers a range of integrated modules that share a common interface and one central database. So not only do you have software that adapts to your particular requirements, but you're able to see the bigger picture. Now let us help your business go BEYOND ACCOUNTING.

PASTEL | EVOLUTION